Metro Customer Service
At Metro’s Customer Service office you can buy ORCA cards, bus passes, senior permits and taxi scrip, get information about bus service, register for disability permits and retrieve items turned into Lost & Found.

King Street Center
Lost & Found
201 S Jackson St
Monday–Friday
8:30 a.m.–1 p.m.
2 p.m.–4:30 p.m.

Seattle metro calling area
206-553-3000

Accessible Formats
People with disabilities who need this information in accessible formats may call 206-477-6066 (voice) or TTY Relay: 711.

INFO:
This symbol indicates a change in service. Watch for it in buses, at bus stops, and at timetable displays.

Metro Customer Service
206-553-3000

Metro Website/Trip Planner
kingcounty.gov/metro

TTY/Hearing Impaired
WA Relay: 711

RIDER ALERT

Map Legend
- Makes all regular stops. Route displays regular.
- Limited or no stops. Limited or none.
- During most snow conditions this route will operar por el recorrido para emergencias.
- New route for rerouting.

Map: Seattle Metropolitan Area Map

Metro operates buses in the Seattle metro area to serve the needs of residents. Information about services can be obtained by calling the Metro Customer Service office at 206-553-3000 or by visiting the Metro website at kingcounty.gov/metro. For TTY/Hearing Impaired assistance, call WA Relay: 711.

Service
The Seattle metro area is served by Metro buses, which operate on a network of fixed routes. Information about services can be obtained by calling the Metro Customer Service office at 206-553-3000 or by visiting the Metro website at kingcounty.gov/metro. For TTY/Hearing Impaired assistance, call WA Relay: 711.

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Information sobre feriados
El horario de los servicios cambia dependiendo de las feriadas. Los horarios que se indican en este horario son válidos para los siguientes feriados:

- Thanksgiving: Nov. 28
- Christmas: Dec. 25
- New Year: Jan. 1, 2020

Transit Alerts
Metro offers an alert subscription service via email or text. You can choose the route information you want and we’ll send it to you. Go to Metro’s website to sign up.

Holiday Information
Information sobre feriados
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### Timetable Symbols

- **C** - Continues to SW Roxbury St & 29th Ave SW
- **W** - Trip begins westbound on SW Roxbury St at 30th Ave SW at this time.

**ORCA Card**
- Metro Transit and eight other Puget Sound transportation agencies (Community Transit, Everett Transit, Kitsap Transit, Pierce Transit, Sound Transit, Seattle Streetcar, King County Water Taxi and Washington State Ferries) use a common fare-payment system called King County Regional ORCA (Kitsap Transit, Pierce Transit, Sound Transit, Seattle Streetcar, King County Water Taxi, Washington State Ferries, the Sea-Train, and Sound Transit). The ORCA card works as cash or a pass and it automatically tracks the value of your fares and transfers, letting you easily transfer between the participating transportation systems.

Get your ORCA card online at www.orcacard.com, by phone at 1-888-988-6366, at ticket vending machines in Sounder and Link stations, or at one of the transit agency customer service offices. The ORCA website also provides information on how to use the card, as well as how to load value onto the card, which typically can be received with a new pass or additional cash.

### How to Pay

At all times, pay your fare when you board the bus. Pay with cash (exact fare); drivers do not carry change. Ticket or a valid ORCA card. Show your activated Transit Go TIO ticket (mobile ticket) or valid transfer to the driver. Metro transfers are valid on Metro, only. See "How to pay" on Metro’s website for more information.

### Pague en efectivo

En todo momento, pague su tarifa cuando suba a la parada de autobús. Pague con efectivo (exacto); los conductores no tienen cambio. Mostrar su tarjeta ORCA activada. Mostrar su boleto de viaje de Metro. Los boletos de Metro son válidos en Metro, solo. Consultar "Cómo pagar" en el sitio web de Metro para más información.

### Need more information or assistance?

- [Visit Metro online at kingcounty.gov/metro](http://www.kingcounty.gov/metro)
- Call Metro’s Customer Information Office, 206-553-5000, Monday–Friday, 8 a.m.–5 p.m.
- [Trip Planner Information](http://www.metrokc.gov/tripplanner)
- Transit service is available only from 8 a.m. to 5 p.m. and does not operate on weekends. Only Night Stop is not provided in downtown Seattle.

### Night Rider Tip

You can help drivers spot you when it is dark or during times of reduced visibility by wearing light-colored clothing and by standing in the most visible area of the bus stop. We don’t want to miss you!

### How to Read a Schedule

1. Locate the WEEKDAY, SATURDAY, or SUNDAY schedule block for the direction you want to go.
2. Timetables are set to begin stops along the route that correspond to times listed under each location. Timetables are listed in the order of stops, beginning with the first route (on the left) to the last (on the right). Timeblocks correspond with the times listed in the route’s summary chart. Stopping at a stop between two timeblocks, use the earlier time as the beginning of the route.
4. Read down the column to find the time your bus arrives at the next stop.
5. Read across the row to find the time your bus departs from the next stop.
6. Refer to the Special Service Information section for changes in routing, route number, or other aspects of service on this route.

### What to Pay

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<tr>
<th>Adults (19 y old)</th>
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<th>Youth (6-18 y)</th>
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<th>ORCA LIFT Options</th>
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<th>RRFN cardholders</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1.00</td>
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</table>

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*Income Qualified* = "Impresion que requieren los requisitos*

### Online Trip Planning

- Use Metro’s online Trip Planner to plan trips on scheduled service in King, Pierce and Snohomish Counties, Washington. Provides details on service disruptions and reroutes caused by weather, construction, traffic or events. Consult "Online Trip Planning" on your ride planner or call (206) 553-5000 for assistance.

### How to use a trip planner

1. Log in to the website or mobile app.
2. Enter your starting and ending points.
3. Select your mode of transportation (bus, light rail, etc.).
4. Choose your departure time and date.
5. Review trip details and select options (schedules, transfers, etc.).
6. Pay for your trip and receive a ticket or boarding pass.

### Special Assistance

- [Special Assistance Information](http://www.metrokc.gov/specialassistance)
- [Call Metro’s Customer Information Office, 206-553-5000, Monday–Friday, 8 a.m.–5 p.m.](http://www.metrokc.gov/specialassistance)

### Northeast and Southwest Service

- [Northeast service](http://www.metrokc.gov/northeast)
- [Southwest service](http://www.metrokc.gov/southwest)

### Route Numbers

- [Route Number Information](http://www.metrokc.gov/routes)
- [Information on special routes and services](http://www.metrokc.gov/routes)

### Fare Plans

- [Fare Plan Information](http://www.metrokc.gov/fareplans)
- [Fare Plan Information in English](http://www.metrokc.gov/fareplans)

### How to Pay

- [Payment Options](http://www.metrokc.gov/howtopay)
- [Payment Options in English](http://www.metrokc.gov/howtopay)

### On-Demand Service

- [On-Demand Service Information](http://www.metrokc.gov/ondemand)
- [On-Demand Service Information in English](http://www.metrokc.gov/ondemand)

### Community Transit

- [Community Transit Information](http://www.communitytransit.org)
- [Community Transit Information in English](http://www.communitytransit.org)

### Everett Transit

- [Everett Transit Information](http://www.everetttransit.org)
- [Everett Transit Information in English](http://www.everetttransit.org)

### Pierce Transit

- [Pierce Transit Information](http://www.piercetransit.org)
- [Pierce Transit Information in English](http://www.piercetransit.org)

### Sound Transit

- [Sound Transit Information](http://www.soundtransit.org)
- [Sound Transit Information in English](http://www.soundtransit.org)

### Seattle Streetcar

- [Seattle Streetcar Information](http://www.seattlestreetcar.org)
- [Seattle Streetcar Information in English](http://www.seattlestreetcar.org)

### King County Water Taxi

- [King County Water Taxi Information](http://www.watertaxi.com)
- [King County Water Taxi Information in English](http://www.watertaxi.com)

### Washington State Ferries

- [Washington State Ferries Information](http://www.wsf.wa.gov)
- [Washington State Ferries Information in English](http://www.wsf.wa.gov)

### Metro Services

- [Metro Services Information](http://www.metrokc.gov/services)
- [Metro Services Information in English](http://www.metrokc.gov/services)

### Transportation Options

- [Transportation Options Information](http://www.metrokc.gov/transportation)
- [Transportation Options Information in English](http://www.metrokc.gov/transportation)

### Special Assistance Information

- [Special Assistance Information](http://www.metrokc.gov/specialassistance)
- [Special Assistance Information in English](http://www.metrokc.gov/specialassistance)

### Community Resources

- [Community Resources Information](http://www.metrokc.gov/community)
- [Community Resources Information in English](http://www.metrokc.gov/community)